

**BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA**

DOCKET NO. 2019-290-WS

In the Matter of:

**Application of Blue Granite Water
Company for Approval to Adjust
Rate Schedules and Increase Rates**

**LATE-FILED EXHIBIT NO. 5 OF
BLUE GRANITE WATER COMPANY**

**Blue Granite Water Company
Customer Service Benchmarks**

Having reviewed the transcript of the merits hearing, Blue Granite Water Company (“Blue Granite” or the “Company”) provides the following responses to Commissioner Howard’s requests:

- **Percentage of calls answered within 30 seconds:**
 - The Company does not track the percentage of calls answered within 30 seconds. For calendar year 2019, wait times for the Company’s Call Center averaged 1 minute and 3 seconds. As discussed in Mr. Mendenhall’s rebuttal testimony, at page 14, call-by-call hold times can vary based on the time of day, system issues and how busy the call center is at any given time, but the Company operates against a Target Average Speed of Answer Service Level of 80% of all calls answered within 60 seconds of entering the queue. Blue Granite recognizes that the more customer service personnel it hires, the greater these costs will be for its customers. Nevertheless, the Company believes that an average hold time of 63 seconds strikes a reasonable balance.
- **Percentage of calls regarding bills being rendered timely:**
 - The Company is not aware of any complaints being filed in calendar year 2019 related to the timeliness of bills. In 2019, Blue Granite’s billing *accuracy* was 99.1%, with a small fraction representing wrong reads, wrong billing period, or customers having been billed in error.
- **Percentage of missed service appointments:**
 - The Company does not track missed service appointments. In 2019, customer-generated work orders (i.e., “field activities”) were resolved by their respective due date at a 94.4% rate.
- **Percentage of complaints filed with the Office of Regulatory Staff (“ORS”) or the Public Service Commission:**

- According to Company records, customers filed 52 complaints with ORS in 2019 related to the Company. All of those complaints, 100%, were resolved without needing to be further referred to the Commission for resolution.
- **Keeping a record of service interruptions:**
 - There were 111 local area service interruptions across Blue Granite's systems in 2019. Affected customers were promptly notified of the service interruption affecting their local segment of the systems.